

Rolling Hills Community Services Region

Mental Health and Disability Services

Annual Service and Budget Plan FY 2015

Geographic Area: Serving the Counties of Buena Vista, Calhoun, Carroll, Crawford, Ida and Sac counties. Cherokee County will become a member county effective 1/1/15.

Introduction

Rolling Hills Community Services Region(RHCS) was formed under Iowa Code Chapter 28E to create a mental health and disability service region in compliance with Iowa Code 331.390.

In compliance with IAC 441-25 the RHCS Management Plan includes three parts: Annual Service and Budget Plan, Annual Report and Policies and Procedures Manual. The Annual Service and Budget Plan includes the services to be provided and the cost of those services, local access points, Targeted Case Management agencies, a plan for ensuring effective crisis prevention and a description of the scope of services, projection of need and cost to meet the need, and provider reimbursement provisions.

The Annual Service and Budget Plan has been approved by the Rolling Hills Community Service Region's Governing board and is subject to approval by the Director of Human Services.

RHCS management plans are available in each local RHCS office and on the County and DHS Websites.

Access Points

An access point is a part of the service system or community that shall be trained to complete the MH/DS funding applications for persons with a disability and forward them to the local Community Services Office.

Access Point	Address	Phone Number
RHCS Office - Buena Vista County	728 Erie St., Storm Lake, IA 50588	(712) 749-2556
Plains Area Mental Health Center	728 Erie St., Storm Lake, IA 50588	(712) 213-8402
Genesis Development	1607 North Lake Ave., Storm Lake, IA 50588	(712) 732-5038
New Directions	808 Michigan St., Storm Lake, IA 50588	(712) 213-7814
Catholic Charities (Satellite Office)	1709 E. Richland St., Storm Lake, IA 50588	(712) 792-9597
Buena Vista Co. Case Management	728 Erie St., Storm Lake, IA 50588	(712) 749-2556
Compass Pointe	824 Flindt Drive Ste. 104, Storm Lake, IA 50588	(712) 732-5136
Buena Vista Regional Med. Center	1525 West Milwaukee, Storm Lake, IA 50588	(712) 732-4030

Faith Hope and Charity	1815 West Milwaukee, Storm Lake, IA 50588	(712) 732-5127
RHCS Office – Calhoun County	515 Court St., Rockwell City, IA 50579	(712) 297-5292
Community & Family Resources	515 Court St., Rockwell City, IA 50579	(515) 297-5292
Unity-Point Health Berryhill Center	720 Kenyon Road, Fort Dodge, IA 50501	(515) 955-7171
Calhoun County Public Health	501 Court St... Rockwell City, IA 50579	(712) 297-8323
DHS Targeted Case Management	515 Court St., Rockwell City, IA 50579	(712) 297-8524
RHCS Office – Carroll County	608 North Court St., Suite A, Carroll, IA 51401	(712) 792-1234
Home Care Options	626 North Court St., Carroll, IA 51401	(712) 792-0322
Carroll County Case Management	608 North Court Suite A, Carroll, IA 51401	(712) 792-1234
New Hope Village	1211 East 18th St., Carroll, IA 51401	(712) 792-5500
St. Anthony Regional Hospital	311 South Clark, Carroll, IA 51401	(712) 792-8239
Catholic Charities	409 West 7th St., Carroll, IA 51401	(712) 792-9597
New Opportunities	23751 Hwy 30 East, Carroll, IA 51401	(712) 792-1344
Mallard View	7504 Mahogany Ave., Carroll, IA 51401	(712) 792-3785
Counseling Services	322 South 12th St., Sac City, IA 50583	(712) 662-3222
Plains Area Mental Health Center	608 North Court Suite B, Carroll, IA 51401	(712) 792-2991
Family Resource Center	502 West 7th St., Carroll, IA 51401	(712) 792-6440
RHCS Office – Crawford County	1202 Broadway, Suite 9, Denison, IA 51442	(712) 263-2720
West Iowa Com. Mental Health Ctr.	20 North 14 th St., Denison, IA 51442	(712) 263-3172
WESCO Industries	415 South 11 th St., Denison, IA 51442	(712) 263-6141
DHS Targeted Case Management	1527 Fourth Ave South, Denison, IA 51442	(712) 263-6760
Jackson Recovery Center	1233 Broadway, Denison, IA 51442	(712) 263-5065
Crawford County Memorial Hosp.	100 Medical Parkway, Denison, IA 51442	(712) 265-2500
RHCS Office – Ida County	401 Moorehead St., Ida Grove, IA 51445	(712) 364-2385
Ida Services Inc. (Main Campus)	651 1 st St., Battle Creek, IA 51006	(712) 365-4339
Ida Services Inc. Somerset Apts.	400 Minnesota St., Holstein, IA 51025	(712) 368-4671
Plains Area Mental Health Center	401 Moorehead St., Ida Grove, IA 51445	(712) 364-3500
Horn Memorial Hospital	701 East 2 nd St., Ida Grove, IA 51445	(712) 364-3311
RHCS Office – Sac County	1710 West Main, Sac City, IA 50583	(712) 662-7998
Sac Co. Targeted Case Management	1710 West Main, Sac City, IA 50583	(712) 662-7998
Counseling Services LLC	322 South 13 th St., Sac City, IA 50583	(712) 662-3222
Loring Hospital	211 Highland Ave, Sac City, IA 50583	(712) 662-7105
Howard Center	1319 Early St., Sac City, IA 50583	(712) 662-7844
New Opportunities	116 South State St., Sac City, IA 50583	(712) 662-7921
RHCS Office – Cherokee County	1231 West Cedar Loop 2 nd floor, Ginzberg bldg. Cherokee, IA 51012	(712) 225-6700
Cherokee County Work Services	322 Lake St. Cherokee, IA 51012	(712)225-4531
Plains Area Mental Health Center	1231 West Cedar Loop 2 nd floor, Ginzberg bldg. Cherokee, IA 51012	(712)225-2575

Targeted Case Management

RHCS shall offer access to cost effective, evidenced based, conflict free Targeted Case Management as described in IAC 441-25.21(1)g.

Designated Case Management agencies serving the RHCS must be accredited according to the rules of the Department of Human Services. Targeted Case Managers must meet the qualifications as defined in IAC 441.

Targeted Case Management and Service Coordination Services shall meet the following expectations:

- Performance and outcome measures relating to the safety, work performance, and community residency of the individuals receiving the service.
- Standards including but not limited to social history, assessment, service planning, incident reporting, crisis planning, coordination, and monitoring for individuals receiving the services.
- Methodologies for complying with the requirements of sub rule 441-25.21 g, which may include the use of electronic recording keeping and remote or internet based training.

RHCS has identified and designated the following providers for case management in the RHCS region:

Buena Vista County Case Management	728 Erie St. Storm Lake, IA 50588	712-749-2556
Carroll County Case Management	608 N. Court St. Suite A, Carroll, IA 51401	712-792-1234
Cherokee County Case Management	1231 West Cedar Loop 2 nd Floor, Ginzberg Bldg Cherokee, IA 51012	712-225-6700
Sac County Case Management	1710 West Main, Sac City, IA 50583	712-662-7998
DHS Case Management – Calhoun	515 Court St. Rockwell City, IA 50579	712-297-8524
DHS Case Management – Crawford	1527 4 th Ave. South Denison, IA 51442	712-263-5065
<ul style="list-style-type: none"> • <i>Any other case management programs developed by a county or group counties in the region as the regional case management provider.</i> 		

The Case Management Providers listed above are the existing programs that were providing services within the Rolling Hills Community Services Region at the advent of this plan. Our Governance Board made this designation to allow for choice of provider, conflict-free case management and to allow for a seamless transition for our consumers. The possibility of combining the three county case management agencies into one regional entity was being considered to improve efficiencies, reduce overhead costs and allow for greater flexibility. Throughout Fiscal Year 2015, the three county case management programs will begin sharing administrative resources by meeting at least quarterly for joint supervision, staff training and exploration of service needs to transition into a regional case management entity by FY'16 if deemed feasible. Cherokee County Case Management will be included in any discussion to this regard once they become a member of the RHCS region.

Crisis Planning

Emergency Services

Current basic crisis response provisions including 24 hour access to crisis response and evaluation is provided through the Community Mental Health Center and provider listed below.

Area	Provider	Location	Phone
Buena Vista	Plains Area Mental Health Center	605 Cayuga St.. Storm Lake, IA 50588	712-213-8402
Calhoun	Counseling Services, LLC	322 South 13 th St., Sac City, IA 50583	(712) 662-7998
Carroll	Plains Area Mental Health Center	608 N. Court St. Suite B, Carroll, IA 51401	712-792-2991
Cherokee	Plains Area Mental Health Center	1231 West Cedar Loop 2 nd Floor, Ginzberg Bldg Cherokee, IA 51012	712-225-2575
Crawford	Plains Area Mental Health Center	20 North 14 th St. Denison, IA 51442	712-263-3172
Ida	Plains Area Mental Health Center	401 Moorehead St. Ida Grove, IA 51445	712 364-3500
Sac	Counseling Services, LLC	322 South 13 th St. Sac City, IA 50583	712-662-3222

One of the critical Core Service Domains required of Regional Entities under IAC 441 – 25.2 (1) is that of 24-Hour Access to Crisis Response (441-25.2 (1)). Currently, the individual counties within these regions are providing access to such service by contracting individually with a variety of providers resulting in different After-Hours systems for the citizens within the newly formed region. Additionally, each of the individual counties has paid varying amounts for essentially the same service. One of the core tenets of mental health redesign was to begin ensuring consistent Core Services across the state. To this end, Plains Area Mental Health Center will begin offering a consistent Core Service across two regions (Rolling Hills and Sioux Rivers consisting of 8 counties) that would demonstrate collaboration and provide consistency of a critical core service at a consistent rate per county population. This model would in subsequent years evolve to include other Core Services and Enhanced Core Services.

Services to include:

1. 24 hour Crisis Response

2. Emergency Service Access

- a. Same day walk-in emergency / crisis prevention
- b. Crisis coordination / hospitalization assistance when appropriate
- c. Crisis diversion / management
- d. Crisis Evaluation

3. 24 Hour Crisis hotline

- a. Daytime, After-hours, Weekends and Holiday Crisis Hotline
- b. 24-hour Mental Health Hotline for non-emergent calls
- c. Backed up by secondary Mental Health professional from contracted agency
- d. Includes Hotline cost, On-call stipend / incident payment for back-up

4. Crisis Services Coordinator

- a. Responsible for coordinating the services of the above
- b. Development of new crisis response procedures to improve the crisis response system amongst all the players
- c. Development of MOU's amongst stakeholders
- d. *Study, develop and assist in the implementation of:*
 - i. *Annual Crisis Conference*
 - ii. *Crisis Stabilization Services – Community Based and Residential*
 - iii. *Mobile Crisis Response Team model*
 - iv. *Critical Incident Stress Management Team development with the Counties*
 - v. *Pre-commitment Screening process*

vi. Jail Diversion Services

A continuum of crisis prevention strategies and services are utilized and will continue to be designed, implemented and enhanced during the first year of operating as a region. Crisis prevention, response, and resolution are also embedded in the treatment and support plans that are prepared by Network Providers, Targeted Case Management, and Service Coordination. When these plans are developed, the goal is to determine an environment and support structure that works for a person to mitigate the triggers that lead to crisis. Buena Vista County hosts a website for information regarding mental health, substance abuse and many other community services and resources that people can utilize for quick access to information. This is currently being expanded to the region.

Scope of Services

The annual budget and planning process is utilized to identify and implement core disability service improvements. The RHCS Region will collaborate with stakeholders to assess need and to advocate for adequate funding for services and supports in the initial core and additional core service domains. RHCS is the funder of last resort. Additional funding sources will be used to empower individuals to reach their fullest potential. The RHCS Region will be responsible for services that are authorized in accordance with the Regional Management Plan and within the constraints of budgeted dollars. Services funded by RHCS are subject to change or termination with the development of the annual budget each fiscal year. The Regional Management Plan Policy & Procedure Manual addresses mandated service access standards.

Annually, the RHCS Region staff will review actual expenditures and services provided, stakeholder input and participation, quality assurance implementation findings, waitlist information, progress toward goals and objectives, and, if any, appeal type and resolution to determine if gaps in services or barriers to services exist. In December of each year this review is submitted to the Department of Human Services.

The RHCS Chief Executive Officer and Administrative Team proposed the following FY'15 budget to the Governing Board who in turn adopted it in March of 2014. The RHCS Chief Executive Officer will be responsible for managing and monitoring the adopted budget. The Regional Budget was revised to include Cherokee County expenditures and revenues and was approved by the Governance Board on November 19, 2014. Rolling Hills Community Services Region projected the need for the following services based on utilization of historical data/expenditures for the individual counties within the region. We also utilized a facilitator from the University of Iowa to assist the Advisory Board in identifying priority needs that require development within the region. Four task forces were identified: Family/Peer Support, Crisis Stabilization/Pre-screening for Commitments, Jail Diversion and Services needs for Calhoun County.

All providers within the region will be notified of the required access standards for core services per 441-25.1(331). A tracking form will be developed and distributed to the provider network to assist the region in the outcomes and service access.

<u>Core Service</u> <u>Domain: Specific</u> <u>Service</u>	<u>Description</u>	<u>MI & ID</u>	<u>DD & BI</u>	<u>FY15 Proposed</u> <u>Budget Priority</u> <u>Population</u>	<u>FY15 Proposed</u> <u>Budget</u> <u>Additional</u> <u>Population</u>	<u>Additional</u> <u>Funding</u> <u>Sources</u>
Initial Core Services						
Treatment: Assessment & Evaluation	The clinical review by a mental health professional of the current functioning of the individual using the service in regard to the individual's situation, needs, strengths, abilities, desires and goals to determine the appropriate level of care.	Yes	No	\$ 9,430	\$ 0	Medicaid, Insurance
Treatment: MH Outpatient Therapy	Services will consist of evaluation and treatment services provided on an ambulatory basis for the target population including psychiatric evaluation, medication management and individual, family, and group therapy.	Yes	No	\$ 271,372	\$ 0	Medicaid, Insurance

Treatment: Medication Prescribing & Management	Services provided directly to or on behalf of the individual by a licensed professional as authorized by Iowa law including, but not limited to, monitoring effectiveness of and compliance with a medication regimen; coordination with care providers; investigating potentially negative or unintended psychopharmacologic or medical interactions; reviewing laboratory reports; and activities pursuant to licensed prescriber orders. Services with the individual present provided by an appropriately licensed professional as authorized by Iowa law including, but not limited to, determining how the medication is affecting the individual; determining any drug interactions or adverse drug effects on the individual; determining the proper dosage level; and prescribing medication for the individual for the period of time before the individual is seen again.	Yes	No	\$ 5,000	\$ 0	Medicaid, Insurance
Treatment: MH Inpatient Treatment	Acute inpatient mental health services are 24-hour settings that provide services to treat acute psychiatric conditions. Primary goal is to provide a comprehensive evaluation, rapidly stabilize symptoms, address health and safety needs and develop a comprehensive and appropriate discharge plan.	Yes	No	\$ 201,000	\$ -	Medicaid, Insurance
<u>Core Service</u> <u>Domain: Specific</u> <u>Service</u>	<u>Description</u>	<u>MI & ID</u>	<u>DD & BI</u>	<u>FY15 Proposed</u> <u>Budget Priority</u> <u>Population</u>	<u>FY15 Proposed</u> <u>Budget</u> <u>Additional</u> <u>Population</u>	<u>Additional</u> <u>Funding</u> <u>Sources</u>

Basic Crisis Response: 24-hour Access to Crisis Response	Program designed to stabilize an acute crisis episode, which is available 24 hours a day, 365 days a year.	Yes	Yes	\$ 391,000	\$ -	
Basic Crisis Response: Evaluation	The process used with an individual to collect information related to the individual's history and needs, strengths, and abilities in order to determine appropriate services or referral during an acute crisis episode.	Yes	Yes	\$ 15,751	\$ -	
Basic Crisis Response: Personal Emergency Response System	An electronic device connected to a 24-hour staffed system which allows the individual to access assistance in the event of an emergency.	Yes	Yes	\$ 2,000	\$ 15,000	Medicaid
<u>Core Service</u> <u>Domain: Specific Service</u>	<u>Description</u>	<u>MI & ID</u>	<u>DD & BI</u>	<u>FY15 Proposed Budget Priority Population</u>	<u>FY15 Proposed Budget Additional Population</u>	<u>Additional Funding Sources</u>
Support for Community Living: Home Health Aide	Unskilled medical services which provide direct personal care. This service may include assistance with activities of daily living, such as helping the recipient to bathe, get in and out of bed, care for hair and teeth, exercise, and take medications specifically ordered by the physician.	Yes	No	\$ 5,000	\$ -	
Support for Community Living: Home & Vehicle Mod	A service that provides physical modifications to the home or vehicle that directly address the medical health or remedial needs of the individual that are necessary to provide for the health, welfare, and safety of the member and to increase or maintain independence.	Yes	No	\$ 5,000	\$ -	Medicaid

Support for Community Living: Respite	A temporary period of relief and support for individuals and their families provided in a variety of settings. The intent is to provide a safe environment with staff assistance for individuals who lack an adequate support system to address current issues related to a disability. Respite may be provided for a defined period of time; respite is either planned or provided in response to a crisis.	Yes	No	\$ 3,500	\$ –	Medicaid
Support for Community Living: Supportive Community Living (Daily) 1	Services and supports to enhance an individual's ability to regain or attain higher levels of independence or to maximize current levels of functioning.	Yes	No	\$ 66,949	\$ –	Medicaid
Support for Community Living: Supportive Community Living (Hourly)	Services provided in a non-institutional setting to adult persons with mental illness, intellectual, or developmental disabilities to meet the persons' daily living needs.	Yes	Yes	\$ 11,750	\$ 6,006	Medicaid
<u>Core Service Domain: Specific Service</u>	<u>Description</u>	<u>MI & ID</u>	<u>DD & BI</u>	<u>FY15 Proposed Budget Priority Population</u>	<u>FY15 Proposed Budget Additional Population</u>	<u>Additional Funding Sources</u>

Support for Employment: Supported Employment	An approach to helping individuals participate as much as possible in competitive work in integrated work settings that are consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individuals. Services are targeted for individuals with significant disabilities for whom competitive employment has not traditionally occurred; or for whom competitive employment has been interrupted or intermittent as a result of a significant disability including either individual or group supported employment, or both, consistent with evidence-based practice standards published by the Substance Abuse and Mental Health Services Administration.	Yes	Yes	\$ 89,513	\$ 30,000	Medicaid
Support for Employment: Prevocational Services	Services that focus on developing generalized skills that prepare an individual for employment. Prevocational training topics include but are not limited to attendance, safety skills, following directions, and staying on task.	Yes	No	\$ 20,000	\$ –	Medicaid

Support for Employment: Day Habilitation	Services that assist or support the individual in developing or maintaining life skills and community integration. Services will enable or enhance the individual's functioning, physical and emotional health and development, language and communication development, cognitive functioning, socialization and community integration, functional skill development, behavior management, responsibility and self-direction, daily living activities, self-advocacy skills, or mobility.	Yes	Yes	\$ 26,085	\$ 16,500	Medicaid
Support for Employment: Job Development	Services that assist individuals in preparing for, securing and maintaining gainful, competitive employment. Employment will be integrated into normalized work settings, will provide pay of at least minimum wage, and will be based on the individual's skills, preferences, abilities, and talents.	Yes	Yes	\$ 89,353	\$ -	Medicaid
<u>Core Service Domain: Specific Service</u>	<u>Description</u>	<u>MI & ID</u>	<u>DD & BI</u>	<u>FY15 Proposed Budget Priority Population</u>	<u>FY15 Proposed Budget Additional Population</u>	<u>Additional Funding Sources</u>
Recovery Services: Family Support	Services provided by a family support peer specialist that assists the family of an individual to live successfully in the family or community including, but not limited to, education and information, individual advocacy, family support groups, and crisis response.	Yes	Yes	Amount to be determined	\$ -	Medicaid /Region

Recovery Services: Peer Support	A program provided by a peer support specialist including but not limited to education and information, individual advocacy, family support groups, crisis response, and respite to assist individuals in achieving stability in the community.	Yes	Yes	Amount to be determined	\$ –	Medicaid /Region
<u>Core Service Domain: Specific Service</u>	<u>Description</u>	<u>MI & ID</u>	<u>DD & BI</u>	<u>FY15 Proposed Budget Priority Population</u>	<u>FY15 Proposed Budget Additional Population</u>	<u>Additional Funding Sources</u>
Service Coordination: Case Management	Service provided by a case manager who assists individuals in gaining access to needed medical, social, educational, and other services through assessment, development of a care plan, referral, monitoring and follow-up using a strengths-based service approach that helps individuals achieve specific desired outcomes leading to a healthy self-reliance and interdependence with their community.	Yes	Yes	\$ 1,500	\$ –	Medicaid

Service Coordination: Health Homes	A service model that facilitates access to an interdisciplinary array of medical care, behavioral health care, and community-based social services and supports for both children and adults with chronic conditions. Services may include comprehensive care management; care coordination and health promotion; comprehensive transitional care from inpatient to other settings, including appropriate follow-up; individual and family support, which includes authorized representatives; referral to community and social support services, if relevant; and the use of health information technology to link services, as feasible and appropriate.	Yes	Yes	\$ 19,500	\$ –	Medicaid
Service Coordination	The coordinators are responsible for ensuring equal and timely access for all individuals seeking Mental Health and/or Disability Service within the region. An action of a coordinator involving a clinical decision shall be made in conjunction with a professional who is trained in the delivery of the mental health or disability service addressed by the clinical decision.	Yes	Yes	\$207,263		
Total Core by population				\$1,443,966	\$72,006	

Additional Non-Core Services			
NON-CORE SERVICES	DESCRIPTION	CORE POPULATION	FY15 Proposed Budget Additional Population
Transportation	Transportation to and from Day Habilitation and Vocational Programs.	MI & ID	\$36,140
Information and Referral Services	Service that informs individuals of available services and programs.	MI & ID	Cost included under Basic Crisis Response: 24-hour Access to Crisis Response amount of \$391,000
Consultation and Public Education Services	To educate the general public about the realities of mental health and mental illness.	MI & ID	Cost included under Basic Crisis Response: 24-hour Access to Crisis Response amount of \$391,000
Prescription Medicine	Prescription psychiatric medications for persons having a mental health diagnosis.	MI	\$5,150
Residential Care Facilities	Community Facility providing care and treatment.	MI	\$413,669
Peer Drop-In Center	Program that offers a safe, supportive environment within the community for individuals who have experienced mental/emotional problems.	MI	\$25,000
Work Activity	Vocational services provided in a sheltered work setting that offer meaningful work opportunities that build skills to move toward community living.	MI & ID	\$465,326
School Based Therapy	Therapy services provided in a school setting with linkage to other services.	MI	\$20,000
Commitments	Any commitment expenses including sheriff transportation, legal representation, and advocate costs.	MI	\$79,800
Adult Day Care	Supervision and activities offered in a supportive setting.	MI	\$3,000
Total Non-Core			\$1,048,085
Regional Administrative Costs			
Direct Administrative			\$157,489
Purchased Administrative			\$80,000

Total Administrative			\$237,489
Total RHCS Budget			\$2,794,046

All of the expenses in addition to revenues are outlined in the FY'15 RHCS budget (see attached) and the following tables:

County	2012 population	*Per Capita Contribution
Buena Vista	20592	\$973,590
Calhoun	9909	\$468,498
Carroll	20631	\$975,434
Cherokee	11946	\$564,807 – Total FY'15 *\$437,610 – estimated contribution to RHCS region
Crawford	17308	\$818,370
Ida	7108	\$336,066
Sac	10153	\$480,034
Total		\$4,489,601

Initial Contributions to the Region by July 15, 2014

Buena Vista	\$243,043
Calhoun	\$117,349
Carroll	\$244,119
Crawford	\$204,498
Ida	\$84,040
Sac	\$120,162

Subsequent payments to the region shall be determined by the Governance Board.

Additional Revenues anticipated for FY'15:

State Payment Program - \$140,785

Miscellaneous Reimbursements: - \$7,500

*Per Capita Contribution includes Equalization payment of \$440,627

Financial Forecasting Measures

Historical service utilization is the starting point for all financial projections. However, recent changes in the system including transition to residency and Iowa Health and Wellness Plan have provided challenges to using historic data.

Throughout the year RHCS staff, the regional advisory board and local stakeholders will identify unmet needs and areas for service development, and accounting for legislative action which will be incorporated into subsequent budgets.

Provider Reimbursement Provisions

Each service provider shall provide monthly billing invoices within 60 days of service provision, and other information requested of the provider for utilization review. The monthly billings shall include the following information:

- Name and unique identifier of each individual served during the reporting period.
- Dates of service
- Number of units of service delivered to each individual served.
- When requested, attendance records.
- Unit rate and total cost of the units provided to each individual. Copayments or other charges billed to other sources shown as deductions on the billing.
- Actual amount to be charged to the Region for each individual for the period.

RHCS staff shall review the billings and additional utilization information in comparison with service funding authorizations in place. Non-emergency services delivered without service funding authorization shall be deducted from the billing.

All eligible bills shall be paid within 60 days of receipt of required documentation unless unforeseen circumstances exist.

No billings received more than 60 days after the close of the fiscal year in which the service was provided shall be considered for payment by RHCS unless there is a statutory obligation or unforeseen circumstances exist as approved by the CEO. Fiscal year for RHCS is July 1-June 30.

It is the intent of RHCS that only RHCS staff shall authorize services for residents of the RHCS region. Due to that, it is the policy of RHCS that if another county, region, or the State, determines residency in error or approves services for persons who do not have residency in their region, RHCS may not assume retroactive payment. When written notification is received by RHCS of the error, RHCS staff shall authorize services according to the policies and procedures set forth in this manual.

RHCS will ensure that individuals apply for all funding sources prior to accessing regional funding, including Medicaid, Medicare and other funding mechanisms which ensure that individuals and their families are able to optimally live, work, and recreate in integrated communities of their choice.

New providers may be added to the provider network if it is determined either a particular individual will benefit from the service (as determined by the individual's inter-disciplinary team) or that the provider shall provide service(s) that will enhance the service system.

A non-traditional provider may be an individual, organization and/or business who delivers services in the consumer's home and/or other community setting. Non-traditional providers typically are individuals, organizations, or businesses which do not provide MH/ID/DD services as a part of their normal business. These services are not to provide treatment but are supportive and may be rehabilitative in focus, and are initiated when there is a reasonable likelihood that such services will benefit the consumer's functioning, assist them in maintaining community tenure, and act as an alternative way to achieve the consumer's stated goals or outcomes. A request for funding can be made by any consumer, or the consumer's authorized representative, to utilize non-traditional providers for services as approved in the RHCS Regional Management Plan. Non-traditional providers may be subject to certain licensing, certification, accreditation or other state approval standards.